

# Metropolitan Wastewater



## Department Description

The City's Metropolitan Wastewater Department (MWWD) provides regional wastewater treatment and disposal services for the City of San Diego and 15 other cities and special districts within a 450 square mile area stretching from Del Mar to the north, Alpine and Lakeside to the east, and the Mexican border to the south. The Department is also responsible for operating and maintaining the Municipal Sewage Collection System for the City. MWWD is comprised of five divisions as detailed below.

### Administrative Services

The Administrative Services Division administers the Department's budgets, grant development, safety and training, human resources, information technology, rates and financing, as well as Participating Agency billing and customer service. The Division also manages programs designed to facilitate the Department's mission and strategic planning.

### Engineering and Program Management

Engineering and Program Management provides engineering services for the Metropolitan and Municipal Wastewater System to ensure new facilities and upgrades are planned and implemented in a fiscally-sound manner to meet regulatory standards and environmental concerns. Specifically, the Division provides long-range master planning, condition assessment, sewer modeling, planning and pre-design for infrastructure, energy management, environmental support, and oversight of the implementation of the Capital Improvement Programs.

### Environmental Monitoring and Technical Services

Environmental Monitoring and Technical Services (EMTS) carries out several crucial programs in support of the treatment and disposal of wastewater. Programs include the Industrial Wastewater Control Program, which regulates industrial discharges to the sewers; a comprehensive ocean monitoring program to evaluate the wastewater treatment plants at Point Loma and the South Bay; laboratory testing for process control and regulatory reporting purposes ensures compliance with all regulatory permits. The EMTS Division has obtained the International Organization for Standardization (ISO) 14001 Certification (featuring the first publicly-owned laboratory to become ISO 14001 certified).

### Wastewater Collection

Wastewater Collection (WWC) is responsible for safe and effective wastewater conveyance throughout the Municipal Sewerage Collection System. The WWC Division provides ongoing preventive cleaning, maintenance, and repair of the system. To accomplish this, the Division repairs and replaces sewer laterals in the public rights-of-way as well as sewer mains throughout the collection system; operates and maintains 76 sewer pump stations as well as the Mission Bay and Coastal low-flow Storm Water Diversion Systems; and administers the Food Establishment

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Wastewater Discharge Permitting Program, which permits and monitors food establishments to minimize the discharge of grease into the wastewater collection system. This Division has also obtained the ISO 14001 Certification and has received several California Water Environment Association awards in recent years.

## **Wastewater Treatment and Disposal**

Wastewater Treatment and Disposal (WWTD) is responsible for the operation and maintenance of all wastewater treatment facilities including treatment and water reclamation facilities, major pump stations and bio-solids processing providing regional wastewater treatment and disposal services for the City of San Diego and 15 other cities and special districts within a 450 square mile area. The WWTD Division is the first publicly-owned wastewater treatment operation in the nation to receive ISO 14001 certification.

The Department's mission is:

*To provide the public with safe, efficient, and effective regional wastewater service*

## Goals and Objectives

The following goals and objectives represent the action plan for the Department.

### ***Goal 1: Provide uninterrupted wastewater service***

The City of San Diego's Metropolitan Wastewater Department is committed to protecting the environment by providing the public with a safe and effective regional wastewater system. The Department will move toward accomplishing this goal by focusing on the following objectives.

- Meet regulatory requirements
- Convey, treat, and dispose of all wastewater

### ***Goal 2: Provide facilities that meet current and future needs***

Provide wastewater collection, conveyance, treatment, and disposal infrastructure that meet current and future City needs consistent with approved regional and community plans. The Department will move toward accomplishing this goal by focusing on the following objectives.

- Manage assets optimally through repair and replacement
- Identify and manage business and operational risk

### ***Goal 3: Enhance fiscal management systems and support informed and timely resource allocation and decisions***

The Metropolitan Wastewater Department is a fiscally-sound component of the City of San Diego striving to control expenditures and ensure adequate revenues to efficiently maintain the wastewater system. The Department will continue our accomplishment of these goals by focusing on the following objectives.

- Plan for and obtain required revenues
- Plan, execute, and control expenditures

### ***Goal 4: Improve customer service***

It is vital for the Department to provide exceptional customer service. The Department will move toward accomplishing this goal by focusing on the following objective.

- Enhance existing customer service and outreach efforts

### ***Goal 5: Encourage productivity and increase job satisfaction***

Employees are continuously developed through the utilization of career development seminars, training classes, and performance plans tailored to each individual. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Continue employee development activities
- Improve internal communications related to performance levels and work standards
- Continue to meet or exceed safety standards

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## Service Efforts and Accomplishments

The City of San Diego's Metropolitan Wastewater Department marked a new beginning in its achievement of higher service levels through many accomplishments. The Department successfully secured \$225 million in private financing for its capital improvement program; signed the Final Consent Decree ending five years of negotiations and lawsuits over past sewer spills; implemented a department-wide Bid-to-Goal Agreement to achieve competitive service levels; prepared the application of the Point Loma Wastewater Treatment Plant's National Pollution Discharge Elimination System Permit and received City Council approval for the Beneficial Use of Digester Gas Project.

The Department hosted the Water Environment Federation Technical Exhibition and Conference, the largest national convention of its kind, attracting over 18,000 attendees from across the globe. MWWD showcased its treatment and disposal facilities along with its wastewater collection cleaning and canyon programs.

The Department also found success in the face of adversity during the Mount Soledad landslide and the 2007 Southern California wildfires. During the landslide, staff promptly responded and restored sewer service to the affected area. During the wildfires, several MWWD pump stations were impacted and while some lost electrical power, most were able to provide continuous wastewater treatment utilizing the stations' standby generators. MWWD staff assisted in extinguishing a fire that threatened Pump Station 77A, while others assisted through service at the relief centers. The contributions of all staff maintained regional wastewater services.

## Budget Dollars at Work: Performance Expectations

### Goal 1: Provide uninterrupted wastewater service

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Number of sanitary sewer overflows (SSOs)	85	69	< 69
2. Number of spills to public waters	10 (CY06)	2	< 10
3. Number of notice of violations (NOVs) received	10	1	0
4. Maintain ISO 14001 environmental management certification	Certification Maintained	Certification Maintained	Maintain Certification

### Goal 2: Provide facilities that meet current and future needs

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Miles of sewer mains replaced, repaired and rehabilitated	26	29	45

### Goal 3: Enhance fiscal management systems and support informed and timely resource allocation and decisions

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Days of operating reserve maintained	45	50	50

### Goal 4: Improve customer service

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Percent of field supervisors who were provided customer service training	N/A	N/A <sup>1</sup>	30%

<sup>1</sup> Target level is based on a three-year implementation initiative for customer service. Fiscal Year 2008 will focus on the development of a customer service training program with implementation commencing in Fiscal Year 2009.

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## Goal 5: Encourage productivity and increase job satisfaction

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Number of recordable injuries – all divisions	70	54	≤ 61
2. Number of preventable vehicle accidents	30	3	< 30

## Budget Dollars at Work: Sizing and Workload Data

	Actual FY2005	Actual FY2006	Actual FY2007	Actual FY2008	Target FY2009
<b>Sizing Data</b>					
Average daily flow for wastewater treatment (in millions of gallons per day – MGD)	180	180	175	175	175
Number of miles of municipal sewer system mains operated and maintained <sup>2</sup>	3,000	3,000	3,000	3,000	3,000
Number of miles of ocean outfall lines operated and maintained	9	9	9	9	9
Number of wastewater treatment plants operated and maintained	4	4	4	4	4
Number of sewer pump stations (PS) operated and maintained	83	83	84	84	84
<b>Workload Data</b>					
Number of pipe miles cleaned	2,235	2,366	2,037	1,869	1,900
Miles of sewer lines inspected using Closed Circuit Television	108.6 <sup>3</sup>	109	103.6	102	102
Amount of reclaimed water produced (in millions of gallons per day – MGD)	5.5	5.2	8.1	9.0	10.0

<sup>2</sup> Repair and replacement does not add onto the total miles of sewer main within the system; however, 276 miles of sewer main have been rehabilitated or replaced since Calendar Year 2000.

<sup>3</sup> Tracking of CCTV sewer line inspection began January 1, 2005 with 54.3 miles inspected for the remainder of Fiscal Year 2005, for an estimated annual total of 108.6 miles.